

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Plas Newydd Care Ltd
The provider was registered on:	28/06/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Plas Newydd Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	05/07/2018
Responsible Individual(s)	Yolanda Jones
Manager(s)	Anna Jones
Maximum number of places	22
Service Conditions	There are no conditions associated to this service
Mumbles Nursing Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	28/06/2018
Responsible Individual(s)	Yolanda Jones
Manager(s)	Evelyn Maristela
Maximum number of places	28
Service Conditions	There are no conditions associated to this service
Yr Hafan Nursing Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	29/06/2018
Responsible Individual(s)	Yolanda Jones
Manager(s)	Maria Jones
Maximum number of places	26
Service Conditions	There are no conditions associated to this service
Brynhyfryd House Nursing Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	03/07/2018
Responsible Individual(s)	Yolanda Jones
Manager(s)	Julie Davies
Maximum number of places	42
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider

The home's staff training and development programme are in line with the Social Care Wales guidance which ensures that staff fulfil the aims of the home and meet the changing needs of our clients. All staff commence their induction on the first day of employment, and are assessed by the end of their twelfth week of employment.

We identify training needs, discuss and plan the following years' training and development package for each member of staff during the two monthly staff supervision.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Our rigorous recruitment policy operates meticulous procedures based on equal opportunities, ensuring the protection of our vulnerable adults.
Two references are required prior to employment from the applicant's most recent employer. Gaps in applicant's employment history are questioned.
Application forms and consent to initiate DBS checked. N.M.C. is contacted to check nurses P.I.N. New employees are given a contract, with terms and conditions of their employment and eleven months probation.

Service Profile

Service Details

Name of Service	Brynhyfryd House Nursing Home
Telephone Number	01792404827
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	76
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Fees Charged

The minimum weekly fee payable during the last financial year?	688
The maximum weekly fee payable during the last financial year?	1045.88

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>It is imperative that views of residents/relatives on the care provided are acknowledged and these views are then used in influencing the running of the home. We aim to encourage active participation of the person in changing and shaping their environment in the best way that suits them. We have monthly Residents/Relatives meetings to voice opinions and views, in a non-judgemental setting. Minutes are reviewed to aid in influencing the future running of the home. We welcome criticism and praise to fine-tune the standards of care. Robust complaints procedure is in place.</p> <p>Summary analysis of the Annual surveys are reviewed and implemented providing no visible restriction on the person's way of life. We believe that a service user has the right to communicate in their chosen first language. We will seek support from the local community for the individual with their first language and particular culture, if needed we will seek to obtain the relevant professional support and training.</p>

Service Environment

How many bedrooms at the service are single rooms?	38
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	24
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	5
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Main house: Rear patio, Conservatory patio, Greenhouse corridor, Garden Cottage: Court yard, Front patio, Green house corridor, side patio
Provide details of any other facilities to which the residents have access	Hairdressing room, Conservatory/ Garden room, Sensory Garden corridor

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Brynhyfryd House aims to provide residents with a safe, secure, relaxed and homely environment, offering individual support, assistance and care, as well as allowing as much independence as possible. We embrace the fundamental principle of good care practice by providing a safe and secure environment which means giving our residents choices about their care and support.

We recognise that every person should have the opportunity to choose their home, to meet their needs and provide the care they require. It is in our philosophy of care to give residents the best suitable environment to exercise their right of choice in all aspects of daily living.

As we open the doors to visitors we saw tremendous uplift on the residents' well-being. Brynhyfryd House strives to perform the best we can give and have an open door policy. The manager is available and is easily approached by staff and the people using our service.

The "RI" speaks to staff, residents and visitors during her visit, any issues picked up during the conversations are reported back to the manager and her team.

We organise meetings with residents and relatives. Constructive criticism helps us improve our services and suggestions are promptly acted upon. They bring up new ideas and suggestions on how to improve our service, whereby topics such as home decorations, afternoon activities are discussed.

Views of residents/relatives on the care provided are acknowledged and these views are then used in influencing the running of the home. We aim to encourage active participation of the person in changing and shaping their environment in the best way that suits them. Minutes of meetings are reviewed to aid in influencing the future running of the home. We welcome criticism and praise to fine-tune the standards of care. Robust complaints procedure is in place. We devised a monthly plan and this is displayed for families to be able to know what's going on and they were glad to join in. We have policies and procedures in place that support people's independence but we still aim to facilitate more opportunities for the people using our services with their freedom of choice. We try to do this by improving our services that will support a more positive, sociable environment in which a person can experience well-being throughout life.

There are occasions I witnessed the activity organisers occasionally take some residents out to Verdi's in their cars for coffee by the beach.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We pride ourselves on the high quality of care our staff provide. We do this by giving our staff on-going training to ensure that they are confident and competent. Supervision and appraisals are done regularly and the development of each staff is monitored. Appropriate training is made available for all staff in person and our home has made arrangements with local training providers for all yearly training sessions. We ensure that our staff are trained and encouraged to do their QCF. Over 80% of our carers have NVQ/QCF Level 2/3 and above. We have a policy to register our new carers to QCF Level 2/3 awards.</p> <p>We do have a person centred approach in how we conduct our care and support plans. Each plan is unique, according to the health and well-being of the people who use our service. The plan reviews each aspect of the resident's health and well-being and is reviewed monthly. Staff are encouraged to give relationship-orientated care. Staff will find out how to build a relationship with the residents, so residents will feel homely and related.</p> <p>We hold regular staff meetings every 2 months and we have informal discussions/feedback daily with staff on duty and during handover shifts. This also creates the opportunity to question practice and become accustomed to proactive discussions of potential enhancements, which is vital in the development of the people's health and well-being.</p> <p>We are in working partnerships with other relevant professionals to ensure the health and well-being of people. We are regularly inspected by the CIW and are in open communication with other relevant groups including the social services, etc. We aim to create a more effective communication link with the partners as this helps us to be more transparent and honest with how we provide our services.</p> <p>Staff need a finely tuned, professional sense of anxiety to be able to reflect on the people's feelings and use them in understanding their work in the relationship they form. To do this, we aim to develop further supervision with the staff. This ongoing supervision is a two-way communication to help achieve the dual purposes of institutional and staff member development. Supervision will focus on competence with the supervisor responsible for leadership toward the accomplishment of meeting the home and staff needs. Staff members are given clear guidance, regarding expectations about their role in the home. Employees are given dementia care training and all relevant statutory training.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have policies and procedures in place that help people feel safe and protected from abuse and neglect. We strive towards providing the best possible care for our residents in a safe environment. Abuse can however occur within or outside the home when residents are alone or accompanied.</p> <p>We train our staff yearly in recognising and handling safeguarding issues. We ensure that we can protect our residents from abuse at all times. We can be aware of physical or psychological changes in our residents which should alert us to a problem that should be carefully monitored.</p> <p>It is the responsibility of everyone who witnesses what they regard as possible abuse of a person to bring the matter to the attention of the appropriate person immediately.</p> <p>We have safeguarding referrals and support. We created a safeguarding flowchart for the staff which shows the process of identifying and reporting safeguarding issues. These referrals are effective to help support vulnerable people, their friends and family, as well as our staff team. Our local safeguarding team helps us identify issues and we learn from these experiences.</p> <p>For us to promote a safe and secure environment, free from abuse and neglect, we ensure that the home understands that the rights of people living in the home is the main priority in our philosophy of care. We promote those rights through the care and services we provide, and encourage all our people to exercise their rights to the full.</p> <p>We recognise that every person has the right to be left alone or undisturbed and free from intrusion or public attention into their affairs. We acknowledge the intrinsic value of each person, regardless of circumstances, by respecting their personal affairs; treating them their uniqueness and personal needs with respect. Protecting vulnerable people from abuse and neglect is a very sensitive matter. Policies are updated to help us to recognise warnings/signs of safeguarding issues.</p> <p>Training and supervision are vital in creating a safe and secure environment for the people using our services. Online training is made available to our staff and face to face training has started with our external training providers. Training and supervision are measured by reviewing what the staff know and understand in relation to safeguarding issues, abuse and neglect. Protecting them from abuse and neglect are our fundamental priorities. Policies and Procedures are updated to meet the dynamic needs of our residents.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

We adopted a definition of Person Centred Care, developed by Professor Dawn Broker, called the VIPS framework.
 V = Valuing: unconditional valuing of the person regardless of their illness
 I = individual: treating the person as an individual
 P = Perspective: looking at the world from the person's perspective
 S = Supportive: providing a positive social environment in which a person can experience well-being throughout life.

This framework helps us create a positive culture which we think supports our people's well-being and overall, helps us achieve their personal outcomes. We apply this in how we develop their care and support plans and in the frequent staff and service users' meetings and surveys. We also have training for the staff to ensure that they are focusing on the well-being and personal development outcomes. Our staff have the right knowledge, qualifications and skills to carry out their roles.

We still have Brynhyfryd old staff ranging from over 20 years in service and a number of bank and full time staff were recruited to replace those who have retired during the heights of COVID-19 and the re-opening of the cottage. Having kept our old staff in service, translates to our people being generally satisfied with the service that staff provide. Evidence for the latest survey shows that people living with us are very much pleased with the staff.

We encouraged an active social environment. We have a built-in social network and our activities organisers work hard to achieve this. Every year, we have several parties including summer barbeque parties, Christmas parties and birthday parties. Our home caters to different dietary requirements and tastes. Our kitchen staff consult our residents to make sure they are getting the nutrients they need. The management ensures that relevant dietary and Health & Hygiene training are provided to our kitchen staff.

Evidence during our resident's meeting, that residents' request ranging from activities to the type of food they would like to eat and kitchen staff ensures the new requests are put in the shopping list.

On one of the RI's visit in the Cottage, two residents' complained about the type of menu and food served to them. RI spoke to all the people living in the cottage and discussed their issues which they are not happy about. During the discussions with RI, issues were clarified and Social worker was updated. Residents were confident and are happy that their issues are now history.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	36
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager
	Does your service structure include roles of this type? Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Manager is a qualified "Train the Trainer Certificate in Manual Handling".</p> <p>Fire Safety, COSHH, Bedrails, Dignity & Respect, Dysphagia, End of Life, MCA DoLS, Mental Health, Oral Health, Person Centred</p>

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, COSHH, Bedrails, Dignity & Respect, Dysphagia, End of Life, MCA DoLS, Mental Health, Oral Health, Person Centred
<p>Contractual Arrangements</p>	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, COSHH, Bedrails, Cleaning, Dignity & Respect, Dysphagia, End of Life, MCA DoLS, Mental Health, Oral Health, Person Centred
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3

Positive Behaviour Management	3
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All three staff members completed their CHAP raining (Certified Healthcare Assistant Practitioner) Fire Safety, COSHH, Bedrails, Cleaning, Dignity & Respect, Dysphagia, End of Life, MCA DoLS, Mental Health, Oral Health, Person Centred
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am - 8pm - one nursing assistant - paid breaks
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	3
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4

Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheterisation, H & S, Violence & Aggression, First Aid, Bed Rails, COSHH, Dignity & Respect, Dysphagia, End of Life, MCA DoLS, GDPR, clinical Governance, Wound Management
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am - 8pm - one nurse = 12 hours paid breaks 8pm - 8am - one nurse = 12 hours paid breaks Clinical Lead Nurse works 36 hours supernumerary and additional hours when required all hours are with paid breaks
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	5
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Five senior staff have been trained in CHAP (Certified Healthcare Assistant Practitioner) Five senior staff have been trained in Medication Awareness Fire Safety, COSHH, Bedrails, Cleaning, Dignity & Respect, Dysphagia, End of Life, MCA DoLS, Mental Health, Oral Health, Person Centred

Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am - 8pm - One staff member 8pm - 8am - One staff member
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	28
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	28
Health & Safety	28
Equality, Diversity & Human Rights	28
Infection, prevention & control	28
Manual Handling	27
Safeguarding	28
Medicine management	0
Dementia	26
Positive Behaviour Management	28
Food Hygiene	23
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, COSHH, Bedrails, Cleaning, Dignity & Respect, Dysphagia, End of Life, MCA DoLS, Mental Health, Oral Health, Person Centred
Contractual Arrangements	
No. of permanent staff	0

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p style="text-align: center;">Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am - 8pm - 8 Care staff & One Senior carer/Nursing Assistant 8pm - 8am - 4 care staff All breaks are paid
<p style="text-align: center;">Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
<p style="text-align: center;">Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p style="text-align: center;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p style="text-align: center;">Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	0
<p style="text-align: center;">Training undertaken during the last financial year for this role type.</p> <p style="text-align: center;">Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, COSHH, Bedrails, Cleaning, Dignity & Respect, Dysphagia, End of Life, MCA DoLS, Mental Health, Person Centred
<p style="text-align: center;">Contractual Arrangements</p>	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, COSHH, Bedrails, Cleaning, Dignity & Respect, Dysphagia, End of Life, MCA DoLS, Mental Health, Oral Health, Person Centred
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Other types of staff	

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Activities organiser Building Maintenance
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Fire Awareness, COSHH, Dignity @ Respect, Dysphagia, End of Life, MCA DoLS, Mental Health
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Mumbles Nursing Home
Telephone Number	01792 405353
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	42
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Fees Charged

The minimum weekly fee payable during the last financial year?	738
The maximum weekly fee payable during the last financial year?	1060.15

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>It is imperative that views of residents/relatives on the care provided are acknowledged and these views are then used in influencing the running of the home. We aim to encourage active participation of the person in changing and shaping their environment in the best way that suits them. We have monthly Residents/relatives meetings to voice opinions and views, in a non-judgemental setting. Minutes are reviewed to aid in influencing the future running of the home. We welcome criticism and praise to fine-tune the standards of care. Robust complaints procedure is in place.</p> <p>Summary analysis of the Annual surveys are reviewed and implemented providing no visible restrictions on the person's way of life. We believe that a service user has the right to communicate in their chosen first language. We will seek support from the local community for the individual with their first language and particular culture, if needed we will seek to obtain the relevant professional support and training.</p>

Service Environment

How many bedrooms at the service are single rooms?	24
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	13
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large Patio outside the conservatory
Provide details of any other facilities to which the residents have access	Walking distance to local shops, Chemist, Post Office, Supermarket, Fish & Chips shops and Cafe. Across the road walking distance to the Local Pub and eats on the seafront by the beach.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No

Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Mumbles Nursing Home aims to provide residents with a safe, secure, relaxed and homely environment, offering individual support, assistance and care, as well as allowing as much independence as possible. We embrace the fundamental principle of good care practice by providing a safe and secure environment which means giving our residents choices about their care and support.

We recognise that every person should have the opportunity to choose their home, to meet their needs and provide the care they require. It is in our philosophy of care to give residents the best suitable environment to exercise their right of choice in all aspects of daily living. The home is regularly praised for the quality of care, high standard care plans and risk assessments by nurse assessors, as well as maintaining multi-disciplinary team members. Constructive criticism helps us improve our services and suggestions are promptly acted upon.

We have an open door policy in Mumbles. The manager is available and is easily approached by the staff, as well as the people using our service. The RI visits at least every week to check around the home, she talks to the staff, residents, and visitors.

We have informal meetings with residents and relatives that are more of an event that they look forward to. New ideas and suggestions on how to improve our service, topics such as home decorations, food and activities are also discussed.

We can see the evidence by talking to the residents and staff.

A happy and confident staff team makes the residents feel happy and fulfilled. Hence, when residents are occupied, they are relaxed and confident. We see evidence of satisfied customers in our residents, friends and relatives surveys. We have policies and procedures in place that support people's independence and we aim to facilitate more opportunities for the people using our services with their freedom of choice. We do this by improving our services that will support a more positive, sociable environment in which a person can experience well-being throughout life. We continue to develop further by training our staff, providing a more dynamic style of leadership. We aim to keep up with our proactive and responsible staff who are able to contribute to the positive development of health and well-being of our residents.

We get our residents more involved in the community as evidence shown tremendous uplift in their well-being. They go shopping locally and spends time sightseeing by the beach.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

We pride ourselves on the high quality of care our staff provide. We do this by giving our staff on-going training to ensure that they are confident and competent. Supervision and appraisals are done regularly and the development of each staff is monitored. Appropriate training is available for all staff in person and our home has made arrangements with local training providers for all yearly training sessions. We ensure that our staff are trained and encouraged to do their QCF. Over 80% of our carers have NVQ/QCF Level 2/3 and above. We have a policy to register our new carers to QCF Level 2/3 awards.

We do have a person centred approach in how we conduct our care and support plans. Each plan is unique, according to the health and well-being of the people who use our service. The plan reviews each aspect of the resident's health and well-being and reviewed monthly. Staff are encouraged to give relationship orientated care. Staff will find out how to build a relationship with the residents, so residents will feel homely and related.

We hold regular staff meetings every 2 months and we have informal discussions/feedback daily with staff on duty and during handover shifts. This also creates the opportunity to question practice and become accustomed to proactive discussions of potential enhancements, which is vital in the development of the people's health and well-being.

We are in working partnerships with other relevant professionals to ensure the health and well-being of people. We are regularly inspected by the CIW and are in open communication with other relevant groups including the social services, etc. We aim to create a more effective communication link with the partners as this helps us to be more transparent and honest with how we provide our services.

Staff need a finely tuned, professional sense of anxiety to be able to reflect on the people's feelings and use them in understanding their work in the relationship they form. To do this, we aim to develop further supervision with the staff. This ongoing supervision is a two-way communication to help achieve the dual purposes of institutional and staff member development. Supervision will focus on competence with the supervisor responsible for leadership toward the accomplishment of meeting the home and staff needs. Staff members are given clear guidance, regarding expectations about their role in the home. Employees are given dementia care training and all relevant statutory training.

The extent to which people feel safe and protected from abuse and neglect.

We have policies and procedures in place that help people feel safe and protected from abuse and neglect. We strive towards providing the best possible care for our residents in a safe environment. Abuse can however occur within or outside the home when residents are alone or accompanied.

We train our staff yearly in recognising and handling safeguarding issues. We ensure that we can protect our residents from abuse at all times. We can be aware of physical or psychological changes in our residents which should alert us to a problem that should be carefully monitored.

It is the responsibility of everyone who witnesses what they regard as possible abuse of a person to bring the matter to the attention of the appropriate person immediately.

We have safeguarding referrals and support. We created a safeguarding flowchart for the staff which shows the process of identifying and reporting safeguarding issues. These referrals are effective to help support vulnerable people, their friends and family, as well as our staff team. Our local safeguarding team helps us identify issues and we learn from these experiences.

For us to promote a safe and secure environment, free from abuse and neglect, we ensure that the home understands that the rights of people living in the home is the main priority in our philosophy of care. We promote those rights through the care and services we provide, and encourage all our people to exercise their rights to the full.

We recognise that every person has the right to be left alone or undisturbed and free from intrusion or public attention into their affairs. We acknowledge the intrinsic value of each person, regardless of circumstances, by respecting their personal affairs; treating them their uniqueness and personal needs with respect. Protecting vulnerable people from abuse and neglect is a very sensitive matter. Policies are updated to help us to recognise warnings/signs of safeguarding issues.

Training and supervision are vital in creating a safe and secure environment for the people using our services. Online training is made available to all our staff and face to face training has started with our external training providers. Training and supervision are measured by reviewing what the staff know and understand and in relation to safeguarding issues, abuse and neglect. Protecting them from abuse and neglect are our fundamental priorities. Policies and Procedures are updated to meet the dynamic needs of our residents.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

We adopted a definition of Person Centred Care, developed by Professor Dawn Broker, called the VIPS framework.
 V = Valuing: unconditional valuing of the person regardless of their illness
 I = individual: treating the person as an individual
 P = Perspective: looking at the world from the person's perspective
 S = Supportive: providing a positive social environment in which a person can experience well-being throughout life.
 This framework helps us create a positive culture which we think supports our people's well-being and helps us achieve their personal outcomes. We apply this when we develop their care and support plans. Our staff training focuses on the resident's well-being and personal outcomes.
 Our training equipped our staff to have the right knowledge, qualifications and skills to carry out their roles. They are very much dedicated to making our home the best in the area. We do have a very low staff turnover which means that our staff are happy and secure with their work. Majority of Staff ranging from over 20 years of service. This translates to our people being generally satisfied with the service that staff provide. Evidence for the latest survey shows that people living with us are very much pleased with the staff.
 We encourage an active social environment. We have a built-in social network and our activities organisers work hard to achieve this. Every year, we have several parties including summer barbeque parties, Christmas parties and birthday parties.
 Dietary and Health & Hygiene training are provided to our kitchen staff. Objectives given to our staff for development activities are optimised and adequate resources are made available, such as the provision of funding for staff training and development. These objectives are monitored, updated and improved against their performance reviews where discussions and agreements are reached with relevant staff members. Staff members are encouraged to contribute to the discussions on planning how objectives will be met. Development objectives and activities of individual staff are based on their annual appraisals. Their achievement of competence is monitored and is based on their work performance, feedback from the staff team and service users. During the resident's meeting, their requests range from types of activities to the type of food they would like to eat. Kitchen staff ensures they are put in the shopping list
 Policies and Procedures are regularly updated to match what is currently mandated.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	30
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Bed Rail, Cleaning, Clinical Governance, COSHH, Conflict Management, Dignity & Respect, Dysphagia, End Of Life, Fire Awareness, MCA DoL S, Oral Health, Wound Care
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Bed Rail, Cleaning, Clinical Governance, COSHH, Conflict Management, Dignity & Respect, Dysphagia, End Of Life, Fire Awareness, MCA DoL S, Oral Health, Wound Care

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am - 8pm - one nurse 8pm - 8am - one nurse Clinical lead works 24 hours supernumerary and additional hours when required Manager is an RGN works 10am - 6pm (Monday to Friday) All breaks are paid in full
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0

Registered nurses

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	6
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	5
Safeguarding	6
Medicine management	5
Dementia	3
Positive Behaviour Management	5
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Bed Rail, Cleaning, Clinical Governance, COSHH, Conflict Management, Dignity & Respect, Dysphagia, End Of Life, Fire Awareness, MCA DoL S, Oral Health, Wound Care, Person Centred, Mental Health

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am - 8pm - one nurse 8pm - 8am - one nurse Clinical lead works 24 hours supernumerary and additional hours when required Manager is an RGN works 10am - 6pm (Monday to Friday) All breaks are paid breaks
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Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	2
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Wound Care, End of Life, Person Centred , MCA DoLS, Data Protection, Fire Safety, Bed Rail , Dysphagia, Oral Health, Care Certificate, Bed Rail,
<p>Contractual Arrangements</p>	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am - 8pm -
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	17
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	17
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	3
Dementia	17
Positive Behaviour Management	17
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Wound Care, End of Life, Person Centred , MCA DoLS, Data Protection, Fire Safety, Bed Rail , Dysphagia, Oral Health, Care Certificate, COSHH

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am - 6pm one staff member 8am - 2pm one staff member 2pm -6pm one staff member
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0

Domestic staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Person Centred, Fire Safety, Bed Rail, Cleaning, Oral Health, Care Certificate

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Catering staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3

Manual Handling	3
Safeguarding	2
Medicine management	0
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	8am -6pm - one staff 8am - 2pm - one staff 2pm - 6pm - one staff
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	2 Laundry Assistant and 2 Building Maintenance staff
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	4
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Person Centred, Fire Safety, Bed Rail, Oral Health, Care Certificate
Contractual Arrangements	

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Plas Newydd Care Home
Telephone Number	01792 799902
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	22
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Fees Charged

The minimum weekly fee payable during the last financial year?	688.00
The maximum weekly fee payable during the last financial year?	713.00

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>It is imperative that views of residents/relatives on the care provided are acknowledged and these views are then used in influencing the running of the home. We aim to encourage active participation of the person in changing and shaping their environment in the best way that suits them. We have monthly Residents/relatives meetings to voice opinions and views, in a non-judgemental setting. Minutes are reviewed to aid in influencing the future running of the home. We welcome criticism and praise to fine-tune the standards of care. Robust complaints procedure is in place.</p> <p>Summary analysis of the Annual surveys are reviewed and implemented providing no visible restrictions on the person's way of life. We believe that a service user has the right to communicate in their chosen first language. We will seek support from the local community for the individual with their first language and particular culture, if needed we will seek to obtain the relevant professional support and training.</p>
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Service Environment

How many bedrooms at the service are single rooms?	20
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	16
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Outside the conservatory a small patio and adjacent to the front door. A large sitting area space with grass and garden furniture. Also a summer house with about 8 sitting spaces.
Provide details of any other facilities to which the residents have access	In the garden, the residents have access to a summer house, garden furnitures available and a Fish Pond where our residents can feed the fishes. Walking distant to the Pharmacy where they go to buy toiletries Walking distance to Kings Head Pub where they sometimes go for a meal and drinks.

Communicating with people who use the service

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Plas Newydd Care Home aims to provide residents with a safe, secure, relaxed and homely environment, offering individual support, assistance and care, as well as allowing as much independence as possible. We embrace the fundamental principle of good care practice by providing a safe and secure environment which means giving our residents choices about their care and support.

We recognise that every person should have the opportunity to choose their home, to meet their needs and provide the care they require. It is in our philosophy of care to give residents the best suitable environment to exercise their right of choice in all aspects of daily living.

From September 2022, we've had visitors coming in as we have not had positive COVID test results, apart from a short period in December 2022. We have seen tremendous uplift on the residents' well-being when the visitors started to come in to visit them. Plas Newydd strives to perform the best we can give. From September 2022, we have enjoyed higher occupancy levels to over 90%.

The home is regularly praised for the quality of care, high standard care plans and risk assessments by nurse assessors, as well as maintaining multi-disciplinary team members. Constructive criticism helps us improve our services and suggestions are promptly acted upon.

We have an open door policy in Plas Newydd. The manager is available and is easily approached by the staff, as well as the people using our services. The responsible individual also visits every so often to check around the home and always gives time to talk to the staff, residents, and visitors. The home ensures that everyone can easily approach the management through personal meeting, phone call or text should there be any concerns or questions.

Our home regularly organises informal meetings with residents and relatives. These meetings are more of an event that they look forward to. Our group brings up new ideas and suggestions on how to improve our service, whereby topics such as home decorations, afternoon activities and menus are discussed.

Evidence shows that our residents can make choices. As one person told me, "they're not ordered to go to sleep and wake up at certain times and they have a say about what they can wear, the type of food on the menu and where they can eat."

We can see the evidence by talking to the residents, their visitors and staff. A happy and confident staff team makes the residents feel happy and fulfilled.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We pride ourselves on the high quality of care our staff provide. We do this by giving our staff on-going training to ensure that they are confident and competent. Supervision and appraisals are done regularly and the development of each staff is monitored. Appropriate training is available for all staff in person and our home has made arrangements with local training providers for all yearly training sessions. We ensure that our staff are trained and encouraged to do their QCF. Over 80% of our carers have NVQ/QCF Level 2/3 and above. We have a policy to register our new carers to QCF Level 2/3 awards.</p> <p>We do have a person centered approach in how we conduct our care and support plans. Each plan is unique, according to the health and well-being of the people who use our service. The plan reviews each aspect of the resident's health and well-being and reviewed monthly. Staff are encouraged to give relationship oriented care. Staff will find out how to build a relationship with the residents, so residents will feel homely and related.</p> <p>At Plas Newydd, we hold regular staff meetings every 2 months and we have informal discussions/meetings daily with staff on duty and during handover shifts. This also creates the opportunity to question practice and become accustomed to proactive discussions of potential enhancements, which is vital in the development of the people's health and well-being.</p> <p>We are in working partnerships with other relevant professionals to ensure the health and well-being of people. We are regularly inspected by the CIW and are in open communication with other relevant groups including the social services, etc. We aim to create a more effective communication link with the partners as this helps us to be more transparent and honest with how we provide our services.</p> <p>Staff need a finely tuned, professional sense of anxiety to be able to reflect on the people's feelings and use them in understanding their work in the relationship they form. To do this, we aim to develop further supervision with the staff. This ongoing supervision is a two-way communication to help achieve the dual purposes of institutional and staff member development. Supervision will focus on competence with the supervisor responsible for leadership toward the accomplishment of meeting the home and staff needs. Staff members are given clear guidance, regarding expectations about their role in the home. Employees are given dementia care training and all statutory training.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have policies and procedures in place that help people feel safe and protected from abuse and neglect. We strive towards providing the best possible care for our residents in a safe environment. Abuse can however occur within or outside the home when residents are alone or accompanied.</p> <p>We have trained our staff yearly on how to recognise and handle safeguarding issues. We ensure that the care home can protect our residents from abuse at all times. We can however be aware of physical or psychological changes in our residents which should alert us to a problem that should be carefully monitored. It is the responsibility of everyone who witnesses what they regard as possible abuse of a person to bring the matter to the attention of the appropriate person immediately.</p> <p>We have safeguarding referrals and support. Our home created a safeguarding flowchart for the staff which shows the process of identifying and reporting safeguarding issues.</p> <p>Safeguarding referrals are effective to help support vulnerable people, their friends and family, as well as our staff team. Our local safeguarding team helps us identify issues and we learn from these experiences. From September 2022 to present, Plas Newydd did not have referrals with Safeguarding.</p> <p>For us to promote a safe and secure environment, free from abuse and neglect, we ensure that the home understands that the rights of people living in the home is the main priority in our philosophy of care. We promote those rights through the care and services we provide, and encourage all our people to exercise their rights to the full.</p> <p>We recognise that every person has the right to be left alone or undisturbed and free from intrusion or public attention into their affairs. We also recognise the intrinsic value of each person, regardless of circumstances, by respecting their personal affairs; treating them, their uniqueness and personal needs with respect. Training and supervision are vital in creating a safe and secure environment for the people using our services. We send our staff and manager for training organised by SCWDP. Training and supervision are measured by reviewing what the staff understands in relation to safeguarding issues, abuse and neglect. Our fundamental ethos is for our residents to live in the home comfortably, in accordance with our statement of values. Thus, protecting them from abuse and neglect is one of our fundamental priorities. Policies and Procedures are updated to meet their dynamic needs.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

We adopted a definition of Person Centred Care, developed by Professor Dawn Broker, called the VIPS framework.
 V = Valuing: unconditional valuing of the person regardless of their illness
 I = individual: treating the person as an individual
 P = Perspective: looking at the world from the person's perspective
 S = Supportive: providing a positive social environment in which a person can experience well-being throughout life.
 This framework helps us create a positive culture which we think supports our people's well-being and overall, helps us achieve their personal outcomes. We apply this in how we develop their care and support plans and in the frequent staff and service users' meetings and surveys. We also have training for the staff to ensure that they are focusing on the resident's well-being and personal outcomes. Our staff have the right knowledge, qualifications and skills to carry out their roles.
 Our staff are very much dedicated to making our home the best in the area. We do have very low staff turnover which means that our staff are happy and secure with their work. This translates to our people being generally satisfied with the service that staff provide them. Evidence for the latest survey shows that people living with us are very much pleased with the staff.
 We encourage an active social environment. We have a built-in social network and our activities organisers work hard to achieve this. Every year, we have several parties including summer barbecue parties, Christmas parties and birthday parties.
 Our home caters to different dietary requirements and tastes. Our kitchen staff consult our residents to make sure they are getting the nutrients they need. The management ensures that relevant dietary and Health & Hygiene training are provided to our kitchen staff. Objectives given to our staff for development activities are optimised and adequate resources are made available, such as the provision of funding for staff training and development. These objectives are monitored, updated and improved against their performance reviews where discussions and agreements are reached with relevant staff members. Staff members are encouraged to contribute to the discussions on planning how objectives will be met. Development objectives and activities of individual staff are based on their annual appraisals. Their achievement of competence is monitored and is based on their work performance, feedback from the staff team and service users.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)

18

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health & Social Care Level 4 / 5 Management (on training) Fire Safety, COSHH, Bedrails, Cleaning, Dignity & Respect, Dysphagia, End of Life, MCA DoLS, Mental Health, Oral Health, Person Centred
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	End of Life Care Fire Awareness MCA & DoLS Oral Health First Aid COSHH Person Centred Care CHAP (Certified Health Care Assistant Practitioner) (Manual Handling Train the Trainer) QCF Level 4 / 5 in the Management of Care

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2

Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	2
Manual Handling	3
Safeguarding	3
Medicine management	2
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person Centred, First Aid, COSHH, Person Centred Care, Oral Health, MCA & DoLS Fire Safety, Bedrails, Cleaning, Dignity & Respect, End of Life, MCA DoLS, Mental Health, Oral Health

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am - 9pm - one senior staff on duty 9Pm - 8am (1senoir staff and 1 care staff member) All breaks are paid
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	12
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	12
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	9
Manual Handling	11
Safeguarding	10
Medicine management	3
Dementia	12
Positive Behaviour Management	7
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person Centred, First Aid, COSHH, Person Centred Care, Oral Health, MCA & DoLS, Fire Awaren. Bed rails, Cleaning, Dignity & Respect, End of Life, MCA DoLS, Mental Health, Oral Health

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am - 8pm (3 care worker) 8pm - 8am (2 Care workers)
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0

Domestic staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person Centred, First Aid, COSHH, Person Centred Care, Oral Health, MCA & DoLS

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Catering staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	1
Dementia	3
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness, COSHH, MCA & DoLS, Oral Health , Person Centred, First Aid

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Activities organisers Building Maintenance

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1

Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness MCA & DoLS First Aid
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Yr Hafan Nursing Home
Telephone Number	01792883518
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	31
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Fees Charged

The minimum weekly fee payable during the last financial year?	688
The maximum weekly fee payable during the last financial year?	975.88

Complaints

What was the total number of formal complaints made during the last financial year?	0
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Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	It is imperative that views of residents/relatives on the care provided are acknowledged and these views are then used in influencing the running of the home. We aim to encourage active participation of the person in changing and shaping their environment in the best way that suits them. We have monthly Residents/relatives meetings to voice opinions and views, in a non-judgemental setting. Minutes are reviewed to aid in influencing the future running of the home. We welcome criticism and praise to fine-tune the standards of care. Robust complaints procedure is in place. Summary analysis of the Annual surveys are reviewed and implemented providing no visible restrictions on the person's way of life. We believe that a service user has the right to communicate in their chosen first language. We will seek support from the local community for the individual with their first language and particular culture, if needed we will seek to obtain the relevant professional support and training.

Service Environment

How many bedrooms at the service are single rooms?	22
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	A garden with sitting area adjacent to the dining room. A bench by the front of the building.
Provide details of any other facilities to which the residents have access	Church across the road, Vicar comes to visit, shops and pubs to visit. A community car available when needed. Mostly when the residents go out in the evenings.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Yr Hafan Nursing Home aims to provide residents with a safe, secure, relaxed and homely environment, offering individual support, assistance and care, as well as allowing as much independence as possible. We embrace the fundamental principle of good care practice by providing a safe and secure environment and giving our residents choices about their care and support. We recognise that every person should have the opportunity to choose their home, to meet their needs and provide the care they require. It is in our philosophy of care to give residents the best suitable environment to exercise their right of choice in all aspects of daily living.

As we opened the doors to visitors, we saw tremendous uplift on the residents' well-being. Yr Hafan strives to perform the best we can give and have an open door policy. The manager is available and is easily approached by staff and the people using our service.

Constructive criticism helps us improve our services and suggestions are promptly acted upon.

The RI visits regularly to check around the home and gives time to talk to the staff, residents, and visitors.

We see evidence of satisfied customers in our residents, friends and relatives surveys. A happy and confident staff team makes the residents feel happy and fulfilled.

Evidence shows that our residents can make choices. As one person told me, "they're not ordered to go to sleep and wake up at certain times and they have a say about what they can wear, the type of food on the menu and where they can eat."

It is imperative that views of residents/relatives on the care provided are acknowledged and these views are used in influencing the running of the home. We aim to encourage active participation of the person in changing and shaping their environment in the best way that suits them. We have monthly Residents/relatives meetings to voice opinions and views minutes are reviewed to aid in influencing the future running of the home.

We have monthly meetings with residents and relatives to voice opinions and views. New ideas and suggestions on how to improve our service, topics such as home decorations, food and activities are also discussed. Minutes are reviewed to aid in influencing the future running of the home. We welcome criticism and praise to fine-tune the standards of care. Robust complaints procedure is in place.

There are occasions I witnessed a staff member start a song and everyone follow and some residents enjoy having their meals in the garden

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

We pride ourselves on the high quality of care our staff provide. We do this by giving our staff on-going training to ensure that they are confident and competent. Supervision and appraisals are done regularly and the development of each staff is monitored. Appropriate training is available for all staff in person and our home has made arrangements with local training providers for all yearly training sessions. We ensure that our staff are trained and encouraged to do their QCF. Over 80% of our carers have NVQ/QCF Level 2/3 and above. We have a policy to register our new carers to QCF Level 2/3 awards.

We do have a person centred approach on how we conduct our care and support plans. Each plan is unique, according to the health and well-being of the people who use our service. The plan reviews each aspect of the resident's health and well-being and reviewed monthly. Staff are encouraged to give relationship orientated care. Staff will find out how to build a relationship with the residents, so residents will feel homely and related.

We hold regular staff meetings every 2 months and we have informal discussions/feedback daily with staff on duty and during handover shifts. This also creates the opportunity to question practice and become accustomed to proactive discussions of potential enhancements, which is vital in the development of the people's health and well-being.

We are in working partnerships with other relevant professionals to ensure the health and well-being of people. We are regularly inspected by the CIW and are in open communication with other relevant groups including the social services, etc. We aim to create a more effective communication link with the partners as this helps us to be more transparent and honest with how we provide our services.

Staff need a finely tuned, professional sense of anxiety to be able to reflect on the people's feelings and use them in understanding their work in the relationship they form. To do this, we aim to develop further supervision with the staff. This ongoing supervision is a two-way communication to help achieve the dual purposes of institutional and staff member development. Supervision will focus on competence with the supervisor responsible for leadership toward the accomplishment of meeting the home and staff needs. Staff members are given clear guidance, regarding expectations about their role in the home. Employees are given dementia care training and all relevant statutory training.

The extent to which people feel safe and protected from abuse and neglect.

We have policies and procedures in place that help people feel safe and protected from abuse and neglect. We strive towards providing the best possible care for our residents in a safe environment. Abuse can however occur within or outside the home when residents are alone or accompanied.

We train our staff yearly in recognising and handling safeguarding issues. We ensure that we can protect our residents from abuse at all times. We can be aware of physical or psychological changes in our residents which should alert us to a problem that should be carefully monitored.

It is the responsibility of everyone who witnesses what they regard as possible abuse of a person to bring the matter to the attention of the appropriate person immediately.

We have safeguarding referrals and support. We created a safeguarding flowchart for the staff which shows the process of identifying and reporting safeguarding issues. These referrals are effective to help support vulnerable people, their friends and family, as well as our staff team. Our local safeguarding team helps us identify issues and we learn from these experiences.

For us to promote a safe and secure environment, free from abuse and neglect, we ensure that the home understands that the rights of people living in the home is the main priority in our philosophy of care. We promote those rights through the care and services we provide, and encourage all our people to exercise their rights to the full.

We recognise that every person has the right to be left alone or undisturbed and free from intrusion or public attention into their affairs. We acknowledge the intrinsic value of each person, regardless of circumstances, by respecting their personal affairs; treating them their uniqueness and personal needs with respect. Protecting vulnerable people from abuse and neglect is a very sensitive matter. Policies are updated to help us to recognise warnings/signs of safeguarding issues.

Training and supervision are vital in creating a safe and secure environment for the people using our services. Online training is made available to all our staff and face to face training has started with our external training providers. Training and supervision are measured by reviewing what the staff know and understand and in relation to safeguarding issues, abuse and neglect. Protecting them from abuse and neglect are our fundamental priorities. Policies and Procedures are updated to meet the dynamic needs of our residents.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

We adopted a definition of Person Centred Care, developed by Professor Dawn Broker, called the VIPS framework.
 V = Valuing: unconditional valuing of the person regardless of their illness
 I = individual: treating the person as an individual
 P = Perspective: looking at the world from the person's perspective
 S = Supportive: providing a positive social environment in which a person can experience well-being throughout life.
 This framework helps us create a positive culture which we think supports our people's well-being and helps us achieve their personal outcomes. We apply this when we develop their care and support plans. Our staff training focuses on the resident's well-being and personal outcomes.
 Our training equipped our staff to have the right knowledge, qualifications and skills to carry out their roles. They are very much dedicated to making our home the best in the area. We do have very low staff turnover which means that our staff are happy and secure with their work. Majority of Staff ranging from over 20 years of service. This translates to our people being generally satisfied with the service that staff provide. Evidence for the latest survey shows that people living with us are very much pleased with the staff.
 We encourage an active social environment. We have a built-in social network and our activities organisers work hard to achieve this. Every year, we have several parties including summer barbeque parties, Christmas parties and birthday parties.
 Dietary and Health & Hygiene training are provided to our kitchen staff. Objectives given to our staff for development activities are optimised and adequate resources are made available, such as the provision of funding for staff training and development. These objectives are monitored, updated and improved against their performance reviews where discussions and agreements are reached with relevant staff members. Staff members are encouraged to contribute to the discussions on planning how objectives will be met. Development objectives and activities of individual staff are based on their annual appraisals. Their achievement of competence is monitored and is based on their work performance, feedback from the staff team and service users. During the resident's meeting, their requests range from types of activities to the type of food they would like to eat. Kitchen staff ensures they are put in the shopping list.
 Policies and Procedures are regularly updated to match what is currently mandated.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	27
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager
	Does your service structure include roles of this type? Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Wound Care, End of Life, Person Centred , MCA DoLS, Data Protection, Fire Safety, Bed Rail , Dysphagia, Oral Health, Conflict Management
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Bed Rail, Cleaning, COSHH, Dignity & Respect, Dysphagia, End Of Life, Fire Awareness, MC A DoLS, Oral Health 4 staff are trained in CHAPs (Certified Health Care Assistant Practitioner)

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8-am - 8 pm
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0

Registered nurses

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	5
No. of posts vacant	0

Training undertaken during the last financial year for this role type.
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	5
Health & Safety	4
Equality, Diversity & Human Rights	5
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Wound Care, End of Life, Person Centred , MCA DoLS, Data Protection, Fire Safety, Bed Rail , Dysphagia, Oral Health, Conflict Management, Community Health Bladder & Bowel, Diabetes

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8 am - 8 pm - One Nurse 8 pm - 8 am - One Nurse
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Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	2
Dementia	3
Positive Behaviour Management	3
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person Centred, First Aid, COSHH, Person Centred Care, Oral Health, MCA & DoLS Fire Safety, Bedrails, Cleaning, Dignity & Respect, End of Life, MCA DoLS, Mental Health, Oral Health

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8 am - 8 pm one senior care staff
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	18
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	18
Health & Safety	18
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	18
Medicine management	0
Dementia	17
Positive Behaviour Management	18
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, End of Life, Person Centred, MCA DoLS, Fire Safety, Bed Rail, Dysphagia, Oral Health, Care Certificate, Fire Awareness

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8 am - 8 pm (4 Care staff) 8 pm - 8 am (2 Care Staff)
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0

Domestic staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, First Aid, Wound Care, End of Life, Person Centred, MCA DoLS, Fire Safety, Bed Rail, Dysphagia, Oral Health, Care Certificate, Person Centred, Data Protection

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Catering staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	2

Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, End of Life, Person Centred, MCA DoLS, Data Protection, Fire Safety, Bed Rail, Dysphagia, Oral Health, Care Certificate
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	2 Laundry assistant and One Building Maintenance
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, End of Life, Person Centred, MCA DoLS, Data Protection, Fire Safety, Bed Rail, Dysphagia, Oral Health, Care Certificate

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0